

NETWORK MANAGER REPORT



JANUARY 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

January started off the new year strong with many new and updated applications. AI implemented four new applications and completed change management updates to five additional applications. AI is committed to making 2010 another excellent year for Alabama e-Government.

Highlights for the month were:

- AI launched a license renewal application for the Alabama Board of Examiners of Assisted Living Administrators. This service will allow Assisted Living licensees a new and easier way to renew their licenses online. This is the first of six applications AI will launch in the months to come for the board.
- Users and licensees can now feel even more secure when using AI's applications. AI was awarded the Verizon Business Cybertrust Enterprise Certification for meeting continuous security requirements and authorizing the existence of risk-reduced performance in all applications.
- The Alabama Board of Professional Engineers and Land Surveyor's Certificate of Authorization application completed its renewal period in January. With almost 2,000 renewals online, the application experienced nearly a 29% increase from last year's 1,527 renewals.
- In January, AI completed and launched a shopping cart application for the Alabama State Bar. The shopping cart will be used for purchasing items online, specifically "From Power to Service: The Story of Lawyers in Alabama" a historical book based on the history of the Bar Association.
- Several updates were made in January to existing applications, including an update for the Alabama Department of Education's merchant service application. This update allows teachers to view current fees and their previous license renewal information before renewing their license.
- AI attended a meeting with the Alabama Alcoholic Beverage Control Board to discuss additional online services. The discussion included the development of a wholesale beer and wine tax application for the board. Currently only check payments are accepted and all payment information is entered by hand.
- The Alabama Department of Revenue's Individual Tax Estimation application processed over \$1.1 million dollars in estimated taxes during the month of January with over 1,200 transactions.
- AI attended the Alabama Licensing Officials Conference to hear what county probate offices have to say about many of the licensing systems offered through the eGovernment contract. Topics directly related to Portal included a couple of applications for the Department of Conservation and Natural Resources and several discussions about the eTaps system through the Department of Revenue. This meeting was a great way for AI to understand the issues faced by the end users for several applications and will help us in our future development efforts. We will continue to attend these regularly scheduled meetings.

Marketing

The start of 2010 is the time to reevaluate marketing plans for Portal applications. During the month of January, Alabama Interactive started making plans to drive adoption for many of our agencies. Any license renewal getting less than 40% overall adoption will get a more focused marketing effort. This is not to say other services will not be marketed, but the main focus will be on those applications currently “underperforming” by the Portal standards. The marketing team is evaluating several different mediums at this time to determine where we can make the biggest impact. Direct mail, print advertisement, web, TV and radio will all be given consideration as we move through this process. The Portal will add a Web Designer/Creative Services Director in the first quarter of 2010 to help with these efforts. We look forward to seeing the impact of this effort one year from now when many of the license renewal applications complete another year.

The portal design team began meeting to give alabama.gov the next award winning makeover. The increasing demand for cutting edge technology and design has made it more difficult to produce award-winning results. The competition is getting more and more advanced and we look forward, with the addition of our new Web Developer/Creative Services Director, to continuing the streak of top ten finishes for the State of Alabama’s official website. We will be showing a proof of concept in the coming weeks to give a sneak peek of this year’s design.

Customer Service

Customer service continued to provide support with assistance via phone and application specific emails in January. Alabama Interactive responded to many phone calls and emails to verify charges constituents made for their various license renewals or tax payments. January is also the start of tax season and the support emails and Live Help requests always pick up during this time. AI’s customer service team continues to work with constituents to ensure payments and appropriate information is collected successfully. We strive to make all our applications as simple to use as possible but we know there will always be opportunities to help customers who are new to eGovernment services.

Development

During the month of January the AI Dev-Share team held two meetings. During the first meeting the team discussed the upcoming Oracle database migration and Alabama Interactive’s plan for updating the effected applications to coincide with the completion of the database migration maintenance. Ultimately, the application migration to the new database commenced as scheduled. All application updates were pushed during a short maintenance downtime window, which allowed the process to complete with no further interruptions to service. During the AI Dev-Share team’s second meeting the team discussed legacy application migration to our virtual servers. The team set all applications into the following three categories: testing required, minor updates needed and complete re-write required. The development staff desires, and will be required, to complete full re-writes of all legacy Perl applications in order to complete the migration. Many of these Perl applications will no longer be supported on the virtual servers. This continues to be a large undertaking, but one which will greatly benefit both our state partners as well as the AI development team.

In January, AI was awarded its Cybertrust SMP Certification. Cybertrust provides information security solutions for businesses and government. They offer business application security services, application testing, critical business, enterprise, PCI, infrastructure and technical assessments and security certification services for enterprise, perimeter, application, security compliance and governance.

PROJECT REPORT

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewals - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2009
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in internal testing	October 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in internal testing	March 2010
Alabama Department of Conservation and Natural Resources	Boat Registration Rewrite	Rewrite of existing Boat Registration application	This application is in internal testing	January 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in internal testing	January 2010
Alabama Board of Nursing	Initial approval for AP Nursing CNM/CRNP	Allows CRNP and CNM to apply for a collaborative license	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLC to pay annual registration fee online	This application is in agency testing	TBD

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in pre-project phase	January 2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in pre-project phase	TBD
Alabama Department of Child Abuse & Neglect Prevention	Grant Application	Allows users to apply for grants online	This application is in pre-project phase	April 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in pre-project phase	TBD
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	TBD
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in pre-project phase	TBD
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows current licensees to renew licenses online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows Licensees to purchase copy of current registered license	This application is in pre-project phase	TBD
Alabama Supreme Court	Merchant Service	Allows attorneys to pay for online filings	This application is in pre-project phase	TBD

Alabama Licensure Board for Interpreters and Translators	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Department of Public Safety	Fatality Tracking System	Allows users to track fatalities statewide via touch screen monitor	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	This application is in pre-project phase	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite of existing application	This application is in agency testing	December 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in internal testing	April 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in internal testing	April 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Real Estate Commission	Certification	Updates to existing application	This application is in development	June 2009
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Real Estate Commission	Instructor Renewal	Update to dates and receipt page	This application is in agency testing	June 2009
Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Nursing	Nursing Endorsement	Updates to existing application	This application is in agency testing	September 2009
Alabama Board of Nursing	CRNA – Rewrite	Apply for CRNA license online	This application is in testing	TBD

Alabama Board of Nursing	Exam – Rewrite	Allows licensees to apply for exam online	This application is in testing	TBD
Alabama Board of Nursing	Military Actively deployed – Rewrite	Allows licensees to renew online	This application is in testing	TBD
Alabama Board of Nursing	Name/ Address change - Rewrite	Allows licensees to request a new card online	This application is in testing	TBD
Alabama Real Estate Commission	CMAA	Allows real estate licensees to update their continuing education	This application is in agency testing	TBD
Alabama Real Estate Commission	Menu Update	Allows licensees to view real estate online services	This application is in agency testing	TBD
Alabama Real Estate Commission	Transfer Application	Allows licensees to transfer, activate or inactivate licenses and/or change name	This application is in agency testing	TBD
Alabama State Banking Department	License Renewal	Allows licensees to renew online	This application is in internal testing	TBD
Alabama Department of Conservation and Natural Resources	Boat Registration - Rewrite	Updates to existing application	This application is in testing	TBD
Alabama Farmers Market Authority	Shopping cart	Updates to existing application	This application is in development	TBD
Alabama Plumbers & Gas Fitters Examining Board	License Renewal	Updates to existing application	This application is in development	TBD
Alabama Secretary of State	Monthly Search	Updates to existing application	This application is in the pre project phase	January 2010
Alabama Alcohol Beverage Control Board	Initial License	Updates to existing application	This application is in pre-project phase	November 2009
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	This application is in pre-project phase	June 2010

Alabama Board of Nursing	Data Download	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Nursing	Fee/Fine	Updates to existing application	This application is in pre-project phase	TBD
Alabama State Board of Chiropractic Examiners	Facility and Initial	Rewrite of existing application	This application is in pre-project phase	TBD

SERVICE REQUESTS

Service Request #217

Alabama Alcoholic Beverage Control Board – Wholesale Beer and Wine Tax

Alabama Interactive requests and recommends this service for the Alabama Alcoholic Beverage Control Board be added to the network. The online application will be a transaction fee service.

MONTH IN REVIEW

Total AI Network Transactions:	418,361
Average Successful Request per Day:	13,496
Total alabama.gov Visitors:	57,048
Total alabama.gov Page Views:	823,915
Total alabama.gov Chats or Offline Messages from Live Help:	116
Total AI Customer Support Emails:	225

OPERATIONS & ADMINISTRATION

Alabama Interactive is excited about all the projects already in the queue for development in 2010. In January, AI interviewed several candidates to add to our team. We look forward to making new additions to our expanding team and believe new staff will allow us to continue the level of service and number of applications for the State of Alabama in 2010.

OTHER BUSINESS/IN CLOSING

In closing, January was a successful month for the portal with the launch of four services and the continued work on many more. The next few months should see several new application releases and many more updates. We have a great start to the year and look forward to carrying it through to the end.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath